

ATTACHMENT C

Reference Tables

SERVICE STATISTICS

Table 1. Contact types³⁵

| | Telephone | | In-Person- One-on-one | | Workshops | | Correspondence | | Totals |
|--------------------|------------------|-----------|--------------------------|-----------|------------------|-----------|------------------|--------------|------------------|
| | No. of customers | % | In-Person- One-on-one | % | No. of customers | % | No. of customers | % | No. of customers |
| Los Angeles | 15,005 | <i>39</i> | 23,364 | <i>61</i> | 0 | <i>0</i> | 152 | <i><1</i> | 38,521 |
| Fresno | 56 | <i>1</i> | 6105 | <i>94</i> | 194 | <i>3</i> | 109 | <i>2</i> | 6464 |
| Sutter | 5 | <i>1</i> | 330 | <i>65</i> | 156 | <i>30</i> | 20 | <i>4</i> | 511 |
| Totals | 15,066 | <i>33</i> | 29,799 | <i>65</i> | 350 | <i>1</i> | 281 | <i>1</i> | 45,496 |

Table 2. Case Types³⁶

| | Dissolution | % | Paternity | % | Title IVD | % | DVPA | % | Other | % | Totals |
|---------------------------------|---------------|-----------|--------------|-----------|------------|-----------|------------|--------------|------------|----------|---------------|
| Los Angeles³⁷ | 10,290 | <i>72</i> | 3816 | <i>27</i> | 0 | <i>0</i> | 51 | <i><1</i> | 174 | <i>1</i> | 14,331 |
| Fresno³⁸ | 761 | <i>57</i> | 219 | <i>16</i> | 232 | <i>17</i> | 105 | <i>8</i> | 33 | <i>2</i> | 1,350 |
| Sutter | 296 | <i>54</i> | 54 | <i>10</i> | 156 | <i>29</i> | 23 | <i>4</i> | 18 | <i>3</i> | 547 |
| Totals | 11,347 | <i>70</i> | 4,089 | <i>25</i> | 388 | <i>2</i> | 179 | <i>1</i> | 225 | <i>2</i> | 16,228 |

³⁵ Figures represent total number of customers served from July 1, 2001 to June 30, 2002.

³⁶ Customers can have more than one case type

³⁷ Los Angeles did not record telephone or short answer contact.

³⁸ Fresno only recorded outlying areas served by Family Law Information Center attorneys.

Table 3. Issues raised within the Case Types³⁹

| | Custody/Visitation | % | Child Support | % | Spousal Support | % | Other | % | Totals |
|---------------------------------|--------------------|-----------|---------------|-----------|-----------------|----------|------------|-----------|---------------|
| Los Angeles⁴⁰ | 7,114 | <i>78</i> | 1,682 | <i>18</i> | 273 | <i>3</i> | 49 | <i>1</i> | 9,118 |
| Fresno⁴¹ | 843 | <i>50</i> | 538 | <i>32</i> | 28 | <i>1</i> | 284 | <i>17</i> | 1,693 |
| Sutter | 345 | <i>46</i> | 242 | <i>33</i> | 40 | <i>5</i> | 121 | <i>16</i> | 748 |
| Totals | 8302 | <i>72</i> | 2462 | <i>21</i> | 341 | <i>3</i> | 454 | <i>4</i> | 11,559 |

Table 4. Paperwork & Informational Services⁴²

| | Petitions | % | Responses | % | OSC/ Motions | % | Proof of Service | % | Financial Statements | % | Orders/ Judgments | % | Enforcement | % | Other | % | Totals |
|---------------------------------|--------------|-----------|--------------|----------|-----------------|-----------|---------------------|-----------|-------------------------|-----------|----------------------|-----------|-------------|--------------|--------------|-----------|---------------|
| Los Angeles⁴³ | 7,135 | <i>25</i> | 933 | <i>3</i> | 6,798 | <i>24</i> | 372 | <i>1</i> | 5,025 | <i>18</i> | 7,465 | <i>26</i> | 71 | <i>1</i> | 476 | <i>2</i> | 28,275 |
| Fresno⁴⁴ | 1,475 | <i>11</i> | 633 | <i>5</i> | 2,159 | <i>17</i> | 1,363 | <i>10</i> | 3,207 | <i>24</i> | 1,141 | <i>9</i> | 205 | <i>2</i> | 2,945 | <i>22</i> | 13,128 |
| Sutter | 127 | <i>15</i> | 44 | <i>5</i> | 252 | <i>30</i> | 63 | <i>8</i> | 128 | <i>15</i> | 86 | <i>11</i> | 8 | <i>1</i> | 126 | <i>15</i> | 834 |
| Totals | 8,737 | <i>21</i> | 1,610 | <i>4</i> | 9,209 | <i>22</i> | 1,798 | <i>4</i> | 8,360 | <i>20</i> | 8,692 | <i>21</i> | 284 | <i><1</i> | 3,547 | <i>8</i> | 42,237 |

³⁹ More than one issue can be raised within a case type and customer can have more than one issue.

⁴⁰ Los Angeles did not record telephone or short answer contact.

⁴¹ Fresno only recorded outlying areas served by Family Law Information Center attorneys.

⁴² Customers can receive more than one service type.

⁴³ Los Angeles did not record telephone or short answer contact.

⁴⁴ Fresno only recorded outlying areas served by Family Law Information Center attorneys.